

Section 1: Exchange Lines
Part 20: Featureline & Embark

Subpart 1: Featureline and Featureline Compact

Product Description

Featureline offers similar functionality to a small telephone system (PBX) but directly from BT's Digital Local Telephone Exchanges. This is known as a Centrex service. At the customer's premises, Featureline appears to be just like normal PSTN exchange line with standard sockets. There is no need to buy any additional equipment. All that is required is a touch tone (tone dialling) type telephone. However, there is a telephone which is specifically designed for use with the Featureline service. Which has 15 feature buttons, hands free operation and headset working. See Section 4 Part 1

Featurelines may be classed as either Standard lines, where no Hunt Group working is required, or Auxiliary lines where Hunt Group working is required.

Business Highway with Featureline functionality (Business Highway with Featureline has been withdrawn from new supply with effect from 10 April 2006): Standard Featureline functionality can also be delivered over either one or both PSTN ports of Business Highway and is charged as a service option in addition to existing Business Highway packages, see earlier within this part.

Prompt Care Maintenance service is provided for Featurelines, with enhancement to Total Care or Critical Care available at additional cost, on a per-line basis.

The following features come as standard:

Call Diversion: automatically directs calls to another extension or external number. For more information on Call Diversion please see [Section 2:Part 4:Subpart 1:](#)

Call Transfer: Pass on a call to any other Featureline extension or to an external number, including mobiles.

Three-Way Calling: Talk to two people at the same time. The other people can be on Featureline extensions and/or external numbers.

Call Pick-Up: Answer a call to another Featureline in the office from your own phone.

Ring Back When Free*: Sets up a call to a Featureline extension or external number that is engaged as soon as it becomes free. It is not possible to use Ring Back When Free to all external phone numbers, examples are ISDN, DDI and international numbers.

Ring Back When Next Used*: Sets up a call to a Featureline that is not answering, when it is next used.

Call Offer: Lets another extension user who is engaged on a call know that they are needed urgently.

Call Return: Tells you the telephone number of the last person who called you.

Call Waiting: Discreetly Lets you know that another caller is trying to contact while you are engaged on a call. Also gives you the capability of speaking to this caller with or without ending the original call.

Charge Advice*: Lets you know the duration and approximate cost of a particular call.

Code Calling: Lets you store regularly used numbers and dial them quickly.

General Interrogation*: Reminds which Features you have set up on your Featureline.

Reminder Call*: Use your Featureline like an alarm clock.

Repeat Last Call: Re-dial the last number called.

Withhold your Number: Prevents the person you are calling from seeing your phone number. This can be done on a per call basis or permanently.

* - Not available on some exchanges.

The following optional features are also available, at no extra charge.

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Featureline Call Barring: Control the types of phone calls made from your Featureline.

Featureline Caller Display: Lets you see the phone number or Featureline extension number of the person calling before you answer on a compatible equipment. Please note that the Caller Display Calling Feature is subject to availability.

Hunt Group: Gives you one telephone number for some or all of your incoming calls. This allows incoming calls to the Hunt Group to search for a free line. In addition each Featureline within the Hunt Group has its own Direct Inward Dialling number so that you can be contacted directly.

IN ADDITION THE FOLLOWING CHARGEABLE FEATURES CAN BE ORDERED:

Remote Diversion

Direct Call

Local Link

Hunt Group Queuing

By Pass Numbers - Withdrawn with effect from 30th April 2007. Service withdrawal programme in operation.

FEATURELINE COMPACT

Featureline Compact offers a line with in-built network features directly from BT's Digital Local Telephone Exchanges. This is known as a Centrex service. At the customer's premises, Featureline Compact appears to be just like normal PSTN exchange line with standard sockets. There is no need to buy any additional equipment. All that is required is a touch tone (tone dialling) type telephone. However, there is a telephone which is specifically designed for use with the Featureline service. Which has feature buttons, hands free operation and headset working. See Section 4 Part 1.

THE FOLLOWING FEATURES COME AS STANDARD WITH FEATURELINE COMPACT.

Call Diversion: automatically directs calls to another extension or external number. For more information on Call Diversion please see [Section 2:Part 4:Subpart 1:](#)

Call Transfer: Pass on a call to any other Featureline extension or to an external number, including mobiles.

Three-Way Calling: Talk to two people at the same time. The other people can be on Featureline extensions and/or external numbers.

Call Pick-Up: Answer a call to another Featureline in the office from your own phone.

Ring Back When Free*: Sets up a call to a Featureline extension or external number that is engaged as soon as it becomes free. It is not possible to use Ring Back When Free to all external phone numbers, examples are ISDN, DDI and international numbers.

Ring Back When Next Used*: Sets up a call to a Featureline that is not answering, when it is next used.

Call Return: Tells you the telephone number of the last person who called you.

Call Waiting: Discreetly Lets you know that another caller is trying to contact while you are engaged on a call. Also gives you the capability of speaking to this caller with or without ending the original call.

Charge Advice*: Lets you know the duration and approximate cost of a particular call.

General Interrogation*: Reminds which Features you have set up on your Featureline.

Reminder Call*: Use your Featureline like an alarm clock.

Withhold your Number: Prevents the person you are calling from seeing your phone number. This can be done on a per call basis or permanently.

* - Not available on some exchanges.

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THE FOLLOWING OPTIONAL FEATURES ARE ALSO AVAILABLE AT NO EXTRA CHARGE WITH FEATURELINE COMPACT.

Featureline Call Barring: Control the types of phone calls made from your Featureline.

Featureline Caller Display: Lets you see the phone number or Featureline extension number of the person calling before you answer on a compatible equipment. Please note that the Caller Display Calling Feature is subject to availability.

IN ADDITION THE FOLLOWING CHARGEABLE FEATURES CAN BE ORDERED WITH FEATURELINE COMPACT:

Hunt Groups

Remote Diversion

Direct Call

Local Link

Hunt Group Queuing

By Pass Numbers - Withdrawn with effect from 30th April 2007. Service withdrawal programme in operation.

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Eligibility

BT does not guarantee that these products will be available to all customers. Customers should check availability of service with their Customer Service Centre before ordering.

This service is not available on PSTN split line voice service.

Featureline and Featureline Compact are only available to business customers.

Featureline and Featureline Compact are nationally available on BT's System X and AXE 10 Digital Local Exchanges although there are some areas that it is not available. Some customers may require a change of number to have all their lines within a Featureline or Featureline Compact group.

The Featurelines and Featureline Compact lines within a single site or sites constitute a Business Group. A maximum of 60 lines can be served at one site (Business Group). Where Local Link is provided the Business Group can be split across a maximum of five sites providing they are served from the same part of the BT local exchange as advised by BT. In order to link Featureline or Featureline Compact sites a change of telephone number may be required as all the numbers must reside on the same part of an exchange. All sites must be rented from BT by the same customer.

Sites prior to 31 July 1995 within 200 metres of each other already linked by Featureline services constituting a Business Group will retain those services. The following rules will be applied to these sites.

- (i) Featureline Local Link connection or rental charge will not be incurred where new lines are provided at such sites.
- (ii) Customers requiring new sites to be added to an existing site will in all cases be required to pay Featureline Local Link charges at all existing and new sites forming part of the Featureline Local Link service.
- (iii) Customers will continue to pay Featureline Local Link connection and rental charges, at both existing and new sites, when any of the sites move and the customer desires the sites to remain linked.

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Pricing Information

Calls from Featurelines and Featureline Compact lines are charged at the appropriate rates shown in Section 2 including any Business Customer discount schemes (The site definition for Business Choices is different to that for Featurelines. It applies to the Business choices provided for Featureline customers and not the Featurelines) if taken up according to BT's records. Internal calls between lines within a Featureline and Featureline Compact site (also known as a Business or User Group) or between sites connected by Featureline Local Link can be made without additional charge. A Featureline or Featureline Compact site has the same definition as Directly Wired Circuits, see Section 6 Part 1 Glossary.

Use of Featureline or Featureline Compact features will result in one of the following types of call being set up. Three Way Calling, Call Diversion, Reminder Call and Charge Advice. These calls are charged at the same tariff as for the equivalent digital exchange network services as described in Section 2 Part 4 Directory Enquiry Calls are charged to the Featureline or Featureline Compact renter at appropriate rates shown in Section 2 Part 18

For Call Transfer the transferred part of the call is charged to the Featureline or Featureline Compact renter at normal dialled rates; the calling customer pays the call charge only to the number dialled.

Internal use of Three Way Calling, Enquiry Call, Call Transfer and Call Diversion, and Featureline Direct Call within a Featureline or Featureline Compact site, or between sites connected by Featureline Local Link is free of charge. Ring Back when free is available internally and to external numbers. There is no charge for making use of the service. Ring Back when next used is available internally only and there is no charge for making use of the service.

Note that long term contracts may be referred to as Fixed Term Contracts.

Other Services

Withhold Your Number, Featureline or Featureline Compact Takeovers, Socket Conversion, Alternatively Routed Featureline or Featureline Compact Exchange Lines, Restriction of service at customer's request, Business customer discount schemes, Ceased Number Interception, BT Chargecard, Freephone 0800, BT 0845, BT 0870, Premium services are all available at standard BT published prices in association with Featurelines and Featureline Compact lines.

Calling Line Identity Withhold (CSS Code A24121), Featureline or Featureline Compact Takeovers, Socket Conversion, Alternatively Routed Featureline or Featureline Compact Exchange Lines, Restriction of service at customer's request, Business customer discount schemes, Ceased Number Interception, BT Chargecard, Freephone 0800, BT 0845, BT 0870, Premium services are all available at standard BT published prices in association with Featurelines and Featureline Compact lines.

At no additional charge the following options are available to Featureline customers:

- Quarterly or Monthly (only available by Direct Debit collection) billing
- Itemisation of calls (including specification of a value threshold for calls)
- Single bill or multiple bills
- Invoice or Direct Debit collection.

Featureline Connection Charges

Connection, Conversion and Takeover Charges	Charge	
	Exc VAT	Inc VAT
	£	£
Conversion from a business PSTN line to a Featureline, per line	15.00	18.00
Conversion from an auxiliary business PSTN line to an Auxiliary Featureline, per line	15.00	18.00
Conversion from a Featureline Compact line to a Featureline, per line	15.00	18.00
Conversion from an auxiliary Featureline Compact line to an Auxiliary Featureline, per line	15.00	18.00

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Connection, Conversion and Takeover Charges	Charge	
	Exc VAT	Inc VAT
	£	£
Conversion from Featureline Compact or business PSTN lines to Featureline (and auxiliary lines) when taken on a long term Contract to which a 3 or 5 year Minimum Period applies	0.00	0.00
Connection of New Lines		
Additional or new Featurelines, per line taken on a Contract with a 1 year Minimum Period	140.00	168.00
Additional or new Featurelines, per line taken on a 1 year contract - taken with BT Business Plan (customer based only), BT Business One Plan, BT Business Reward or BT Business Flex (not including Business Plan Lite)	140.00	168.00
Additional or new Auxiliary Featurelines, per line taken on a Contract with a 1 year Minimum Period	140.00	168.00
Additional or new Auxiliary Featurelines, per line taken on a Contract with a 1 year Minimum Period - taken with BT Business Plan (customer based only), BT Business One Plan, BT Business Reward (not including Business Plan Lite), BT Business Flex or BT Business Call Essentials	140.00	168.00
Additional or new Featurelines, per line taken on a Contract with a 3 year Minimum Period	135.00	162.00
Additional or new Featurelines, per line taken on a Contract with a 3 year Minimum Period - taken with BT Business Plan (customer based only), BT Business One Plan, BT Business Complete, BT Business Reward (not including Business Plan Lite) or BT Business Flex	75.00	90.00
Additional or new Auxiliary Featurelines, per line taken on a Contract with a 3 year Minimum Period	135.00	162.00
Additional or new Auxiliary Featurelines, per line taken on a Contract with a 3 year Minimum Period - taken with BT Business Plan (customer based only), BT Business One Plan, BT Business Complete, BT Business Reward (not including Business Plan Lite), BT Business Flex or BT Business Call Essentials	68.00	81.60
Additional or new Featurelines, per line taken on a Contract with a 5 year Minimum Period	135.00	162.00
Additional or new Featurelines, per line taken on a Contract with a 5 year Minimum Period - taken with BT Business Plan (based only), BT Business One Plan, BT Business Complete, BT Business Reward (not including Business Plan Lite) or BT Business Flex	40.00	48.00
Additional or new Auxiliary Featurelines, per line taken on a Contract with a 5 year Minimum Period customer	135.00	162.00
Additional or new Auxiliary Featurelines, per line taken on a Contract with a 5 year Minimum Period - taken with BT Business Plan (customer based only), BT Business One Plan, BT Business Complete, BT Business Reward (not including Business Plan Lite), BT Business Flex or BT Business Call Essentials	40.00	48.00
Takeover Charges		
Takeover of Featurelines, per line on a Contract with a 1 year Minimum Period	20.00	24.00
Takeover of Featurelines, per line on a long term Contract with a 3 or 5 year Minimum Period	20.00	24.00

	Charge	
	Exc VAT	Inc VAT
	£	£
Conversion from Featureline to business PSTN services	31.50	37.80

Order Cancellation Charge

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Charges will be raised where a Customer cancels a Contract or the provision of a line before Service is provided, the charges are as follows:

- (a). £15.00 charge per cancellation call (this charge is VAT exempt,); and
- (b). BT's reasonable costs incurred in getting ready to provide the Service.

This charge will apply to new provisions, takeovers and conversions.

Featureline connection and conversion charges apply for all lines including those taken with BT Business One Plan, BT Business Complete, BT Business Plan (customer based only), BT Business Reward or BT Business Flex

New Line

A connection charge applies where a new line is provided.

A new line is where there has been no previous BT PSTN connection at the location, or is in addition to other BT lines at the premises, or there is no Dial tone on the existing BT line at the premises. Additionally, it may be a replacement to another line at the premises that may have been used for supply of certain other services. New line charges may also apply if BT is unable to utilise existing wiring or installations, or if new wiring/routing is required.

Conversion

A conversion charge applies where a Customer requests that their existing BT PSTN line or Featureline Compact line be converted to Featureline. For conversion charges to apply, the line to be converted must have dial tone and require no new wiring/routing, otherwise connection charges will apply.

Takeover

A takeover is where a Customer takes over an existing Featureline that was previously in the name of another Customer and there is no change to internal or external wiring and there is dial tone on the line.

If the Minimum Period applicable to the contract for Featureline has not expired then the Customer is liable to pay BT the outstanding charges until the end of the Minimum Period.

There is no conversion charge where a Customer takes service on a long term Contract with a three or five Year Minimum Period.

Charges for infrastructure over and above standard requirements are given in Section 45 Part 1 These charges include work on internal trunking & traywork; breaking through walls; additional poles, ducts and cables; radio charges and miscellaneous non-standard or specially requested items.

If service is required at a Non-Served premises. See Section Part 5

Featureline Compact Connection Charges

Connection, Conversion and Takeover Charges	Charge	
	Exc VAT	Inc VAT
	£	£
Conversions		
Conversion from a business PSTN line to a Featureline Compact line, per line	15.00	18.00
Conversion from an auxiliary business PSTN lines to an auxiliary Featureline Compact line, per line	15.00	18.00
Conversion from Featureline to a Featureline Compact line, per line	15.00	18.00
Conversion from an auxiliary Featureline to auxiliary Featureline Compact line, per line	15.00	18.00
Conversion from Featureline or business PSTN lines to Featureline Compact (and auxiliary lines) when taken on a long term contract with a 3 or 5 year Minimum Period	0.00	0.00
Connection of New Lines		

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Connection, Conversion and Takeover Charges	Charge	
	Exc VAT	Inc VAT
	£	£
Additional or new Featureline Compact lines, per line taken on a Contract with a 1 year Minimum Period	140.00	168.00
Additional or new Featureline Compact lines, per line taken on a Contract with a 1 year Minimum Period - taken with BT Business Plan(customer based only), BT Business One Plan, BT Business Reward or BT Business Flex	140.00	168.00
Additional or new Auxiliary Featureline Compact lines, per line taken on a Contract with a 1 year Minimum Period	140.00	168.00
Additional or new Auxiliary Featureline Compact lines, per line taken on a Contract with a 1 year Minimum Period - taken with BT Business Plan(customer based only), BT Business One Plan, BT Business Reward, BT Business Flex or BT Business Call Essentials	140.00	168.00
Additional or new Featureline Compact lines, per line taken on a Contract with a 3 year Minimum Period	135.00	162.00
Additional or new Featureline Compact lines, per line taken on a Contract with a 3 year Minimum Period - taken with BT Business Plan(customer based only), BT Business One Plan, BT Business Complete, BT Business Reward or BT Business Flex	75.00	90.00
Additional or new Auxiliary Featureline Compact lines, per line taken on a Contract with a 3 year Minimum Period	135.00	162.00
Additional or new Auxiliary Featureline Compact lines, per line taken on a Contract with a 3 year Minimum Period - taken with BT Business Plan(customer based only), BT Business One Plan, BT Business Complete, BT Business Reward, BT Business Flex or BT Business Call Essentials	68.00	81.60
Additional or new Featureline Compact lines, per line taken on a Contract with a 5 year Minimum Period	135.00	162.00
Additional or new Featureline Compact lines, per line taken on a Contract with a 5 year Minimum Period - taken with BT Business Plan(customer based only) , BT Business One Plan, BT Business Complete, BT Business Reward or BT Business Flex (not including Business Plan Lite)	40.00	48.00
Additional or new Auxiliary Featureline Compact lines, per line taken on a Contract with a 5 year Minimum Period	135.00	162.00
Additional or new Auxiliary Featureline Compact lines, per line taken on a Contract with a 5 year Minimum Period - taken with BT Business Plan(customer based only) , BT Business One Plan, BT Business Complete, BT Business Reward, BT Business Flex (not including Business Plan Lite) or BT Business Call Essentials	40.00	48.00
Takeover Charges		
Takeover of Featureline Compact lines, per line on a Contract with a 1 year Minimum Period	20.00	24.00
Takeover of Featureline Compact lines, per line on a long term Contract with a 3 or 5 year Minimum Period	20.00	24.00

Order Cancellation Charge

Charges will be raised where a Customer cancels a Contract or the provision of a line before Service is provided, the charges are as follows:

- (a). £15.00 charge per cancellation call (this charge is VAT exempt,); and
- (b). BT's reasonable costs incurred in getting ready to provide the Service.

This charge will apply to new provisions, takeovers and conversions.

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Featureline connection and conversion charges apply for all lines including those taken with BT Business One Plan, BT Business Complete, BT Business Plan (customer based only), BT Business Reward and BT Business Flex.

	Charge	
	Exc VAT	Inc VAT
	£	£
Conversion from Featureline Compact to business PSTN lines	30.00	36.00

Featureline Compact connection and conversion charges apply for all lines including those taken with BT Business One Plan, BT Business Complete, BT Business Plan (customer based only), BT Business Reward and BT Business Flex.

New Line

A connection charge applies where a new line is provided.

A new line is where there has been no previous BT PSTN connection at the location, or is in addition to other BT lines at the premises, or there is no Dial tone on the existing BT line at the premises. Additionally, it may be a replacement to another line at the premises that may have been used for supply of certain other services. New line charges may also apply if BT is unable to utilise existing wiring or installations, or if new wiring/routing is required.

Conversion

A conversion charge applies where a Customer requests that their existing BT PSTN line or Featureline line be converted to Featureline Compact. For conversion charges to apply, the line to be converted must have dial tone and require no new wiring/routing, otherwise connection charges will apply.

Takeover

A takeover is where a Customer takes over an existing Featureline that was previously in the name of another Customer and there is no change to internal or external wiring and there is dial tone on the line.

Connection is free for Customers who take service on a long term Contract with a five year Minimum Period.

There is no conversion charge where a Customer takes service on a long term Contract with a three or five year Minimum Period.

Charges for infrastructure over and above standard requirements are given in Section 45 Part 1 These charges include work on internal trunking & traywork; breaking through walls; additional poles, ducts and cables; radio charges and miscellaneous non-standard or specially requested items.

If service is required at a Non-Served premises. See Section Part 5

Featureline Rental Charges

CONTRACTS - ONE-YEAR MINIMUM PERIOD	Rental	
	Exc VAT	Inc VAT
	£(pq)	£(pq)
Each Featureline	96.60	115.92

LONG TERM CONTRACTS - THREE - YEAR MINIMUM PERIOD	Rental	
	Exc VAT	Inc VAT
	£(pq)	£(pq)
Each Featureline	91.80	110.16

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LONG TERM CONTRACTS - FIVE-YEAR MINIMUM PERIOD	Rental	
	Exc VAT	Inc VAT
	£(pq)	£(pq)
Each Featureline	84.30	101.16

Early termination charges apply where the Contract or a line is terminated within the Minimum Period.

Early termination charges will not apply to contracts with a 1 year Minimum Period or to long term contracts where the Customer wishes to upgrade to an ISDN 2 or ISDN 30 service, providing the Minimum Period applicable to the new contract is equal to or greater than the outstanding Minimum Period applicable to the terminating Featureline Contract.

Featureline Compact Rental Charges

CONTRACT - ONE-YEAR MINIMUM PERIOD	Rental	
	Exc VAT	Inc VAT
	£(pq)	£(pq)
Each Featureline Compact line	79.20	95.05

LONG TERM CONTRACT - THREE-YEAR MINIMUM PERIOD	Rental	
	Exc VAT	Inc VAT
	£(pq)	£(pq)
Each Featureline Compact line	75.60	90.72

LONG TERM CONTRACT - FIVE-YEAR MINIMUM PERIOD	Rental	
	Exc VAT	Inc VAT
	£(pq)	£(pq)
Each Featureline Compact line	71.40	85.69

Early termination charges apply where the Contract or a line is terminated within the Minimum Period.

Early termination charges will not apply to contracts with a 1 year Minimum Period or to long term contracts where the Customer wishes to upgrade to an ISDN 2 or ISDN 30 service, providing the Minimum Period applicable to the new contract is equal to or greater than the outstanding Minimum Period applicable to the terminating Featureline Contract.

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Business Highway with Featureline Functionality

BUSINESS HIGHWAY PRODUCT RETIREMENT NOTICE

Business Highway is being completely retired in 2008 and will no longer be available on Featureline and Featureline Compact. In most areas this is expected to take place on March 31st 2008, but in some parts of the country this may be at an earlier date.

Service withdrawn from 31st March 2008. Service Removal Programme in operation.

Customers affected by an earlier retirement date will be notified in advance. On retirement, telephony services and features of ISDN2 (DASS2) and Business Highway will no longer be available to existing Customers via their Featureline and Featureline Compact services. Rental and any other charges will no longer be applied. (This note will be updated with any change to the retirement dates should this arise)

From August 18th 2006, Customers terminating their Business Highway Contracts within the Minimum Period will not be liable to pay early termination charges either on the Business Highway service or on the Featureline Compact line. This applies to 1 year as well as to 3 and 5 year long term Contracts.

Business Highway/Featureline (Business Highway/Featureline Has Been Withdrawn From New Supply with Effect From 10 April 2006)

Business Highway/Featureline service has been withdrawn from new supply with effect from 10 April 2006.

Combines existing elements of two constituent products to allow Business Highway customers to have Featureline functionality over one, or both, of their analogue ports.

Note: The term Business Highway/Featureline refers to the Featureline functionality as applied to the analogue ports of Business Highway.

Highway/Featureline is provided as a value-added service, with Business Highway as the access product for Featureline functionality. This means that the Business Highway connection, conversion and rental prices, and the Business Highway call allowance are standard for the Business/Featureline product. Customers are charged an additional connection and a quarterly rental **per port** for the Featureline functionality on top of these standard charges. Business Highway/Featureline is available with Start Up, Call Plan and Low Start Business Highway options.

For information on service availability see the Eligibility and Conditions.

Details and prices of Business highway service and options are located in Section Parts [26](#) and [27](#)

Business Highway/Featureline Eligibility (Business Highway/Featureline Has Been Withdrawn with Effect From 10 April 2006)

Business Highway/Featureline service has been withdrawn from new supply with effect from 10 April 2006.

In addition to the Business Highway eligibility, Business Highway/Featureline is also subject to the following:-

Business Highway/Featureline is available as a conversion for existing Business Highway and Featureline customers. It is also available as a brand new connection and as a conversion from standard PSTN.

Additional Featureline service options are available with Business Highway/Featureline. For conditions and charges see pages - within this part.

Business Highway/Featureline does not function as part of a Featureline Hunt Group and cannot be supplied.

Business Highway/Featureline does not support Featureline for Phone Systems and will not be supplied.

Existing customers with PromptCare wishing to convert to Business Highway with Business Highway/Featureline will have to terminate PromptCare as this is not available with Business Highway products (TotalCare is available)

Temporary Service is not available with Business Highway/Featureline.

Business Choices is available under the criteria used for Business Highway.

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BT Together for Business and BT Working Together are not available with Business Highway/Featureline.

For general availability in relation to Featureline Functionality see page .

Pricing Information (Business Highway/Featureline Withdrawn From New Supply with Effect From 10 April 2006)

N.B. Quarterly rentals are in addition to Business Highway charges.

Existing Featurelines converting to Business Highway/Featureline will not be charged the Highway/Featureline connection fee (Business Highway connection charges will still apply).

Business Highway/Featureline Conditions (Business Highway/Featureline Withdrawn From New Supply with Effect From 10 April 2006)

Business Highway/Featureline service has been withdrawn from new supply with effect from 10 April 2006.

In addition to Business Highway conditions the following will also apply:-

Service is provided under BT's Terms & Conditions for Business Service.

Business Highway/Featureline (Featureline functionality) has no minimum term of contract. The standard Featureline charges for converting back to PSTN service will apply should Business Highway/Featureline no longer be required on the Highway port(s). See page .

Long-term contract options for Business Highway are available, as detailed in Section Part [27](#)

Existing Featureline customers wishing to convert to Business Highway with Business Highway/Featureline will be liable to pay early cancellation fees for the outstanding term unless a contract term of equal or longer length is taken on the Business Highway access product.

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Additional Featureline Service Options

	Connection Charge		Rental		Single Payment Charge	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)	£(pq)	£(pq)
Call Minder - See Section 2 Part 21	-	-	-	-	-	-

	Connection Charge		Rental		Single Payment Charge	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)	£(pq)	£(pq)
Local Link :						
- per Featureline or Featureline Compact	0.00	0.00	7.50	9.00		

For Customers who wish to link sites on a national basis please see the Embark (Featureline Corporate) offering in Section 21 Part 2 of the Price List.

	Connection Charge		Rental		Single Payment Charge	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)	£(pq)	£(pq)
Hunt Group (Cyclic or Sequential) for Featureline Compact :						
- per order	*	*	-	-		
- per line (Featureline compact)	0.00	0.00	13.20	15.84		
- per configuration change	-	-	-	-	10.50	12.60

	Connection Charge		Rental		Single Payment Charge	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)	£(pq)	£(pq)
Hunt Group (Cyclic or Sequential) : for Featureline						
- per order	*	*	-	-		
- per line	0.00	0.00	*	*		
- per configuration change	-	-	-	-	10.50	12.60

Connection Charge will also apply to Moves/Changes of lines within a Hunt Group. This includes changing the Hunt order of a Hunt Group. The charge does not apply when lines are ceased in a Hunt Group nor for a change in configuration (sequential/cyclic hunting).

Configuration change means to change a Hunt Group from Cyclic to Sequential or Sequential to Cyclic.

* Please note the provision of Hunt Groups, Caller Display** and Call Barring are provided within the tariff of Featureline (although an initial set up charge applies for Caller Display)

Please note the provision of Caller Display** and Call Barring are provided within the tariff of Featureline Compact (although an initial set up charge applies for Caller Display)

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	Connection Charge		Rental		Single Payment Charge	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)	£(pq)	£(pq)
Hunt Group Queuing:						
- per hunt group	20.00	24.00	8.70	10.44		

	Connection Charge		Rental		Single Payment Charge	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)	£(pq)	£(pq)
Direct Call (Timed)	0.00	0.00	7.50	9.00		
Change Direct Call Number					10.00	12.00

	Connection Charge		Rental		Single Payment Charge	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)	£(pq)	£(pq)
Remote Diversion(per line/hunt group)	-	-	18.00	21.60		

	Connection Charge		Rental		Single Payment Charge	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)	£(pq)	£(pq)
Multiple Pick Up Groups:						
-Initial provision	0.00	0.00	-	-		
- Change Pick Up Group (per line)	10.50	12.60	N/A	N/A		

	Connection Charge		Rental		Single Payment Charge	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)	£(pq)	£(pq)
Outgoing Calls Barring:						
- Customer Controlled (per line)	-	-	*	*		
- Request for new PIN	-	-	-	-	0.00	0.00
- Featureline International & Premium Rate Services Outgoing Call Barring	0.00	0.00	*	*		

* Please note the provision of Hunt Groups, Caller Display** and Call Barring are provided within the tariff of Featureline (although an initial set up charge applies for Caller Display)

Please note the provision of Caller Display** and Call Barring are provided within the tariff for Featureline Compact (although an initial set up charge applies for Caller Display)

	Connection Charge		Rental		Single Payment Charge	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)	£(pq)	£(pq)
Administration provided Call Barring - see Part 18 of this Section						

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	Connection Charge		Rental		Single Payment Charge	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)	£(pq)	£(pq)
Bypass Number - Withdrawn with effect from 30th April 2007. Service removal programme currently in operation.	(a)	(a)	5.00	6.00		

	Connection Charge		Rental		Single Payment Charge	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)	£(pq)	£(pq)
Caller Display **	20.00	24.00	N/A	*	N/A	N/A

* Please note the provision of Hunt Groups, Caller Display** and Call Barring are provided within the tariff of Featureline (although an initial set up charge applies for Caller Display) . The set up charge does not apply to customers who are moving an existing featureline (standard or compact), where caller display has previously been active on the line to be moved.

Please note the provision of Caller Display** and Call Barring are provided within the tariff of Featureline Compact (although an initial set up charge applies for Caller Display)

	Connection Charge		Rental		Single Payment Charge	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£ (pq)	£ (pq)	£ (pq)	£ (pq)
Featureline Quick Start User Guide	-	-	-	-	2.50	3.00
Featureline Full User Guides	-	-	-	-	7.50	9.00

	Connection Charge		Rental		Single Payment Charge	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)	£(pq)	£(pq)
Change of Number:						
- Renumber extension	-	-	-	-	11.55	13.87
- Hunt Group Renumber	-	-	-	-	40.00	48.00
- Renumber DID	-	-	-	-	40.00	48.00

For Renumber DID there is no charge if carried out at the same time as an internal shift.

** Please note that the Caller Display Calling Feature is subject to availability.

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Inclusive Call Allowances - This option is withdrawn with effect from 4th April 2008.

Featureline or Featureline Compact Inclusive Call Allowance	Quarterly Rental 1 Year		Quarterly Rental 3 Year	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£(pq)	£(pq)	£(pq)	£(pq)
Each Featureline	109.00	130.80	103.00	123.60

Featureline Inclusive Call Allowance	Quarterly Rental 5 Year		Call Allowance	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£(pq)	£(pq)	£(pq)	£(pq)
Each Featureline	97.80	117.36	60.00	72.00

For connection, conversion and takeover charges, see subparts titled 'Featureline Connection Charges' and 'Featureline Compact Connection Charges'.

Inclusive Call Allowance - Conditions - This option is withdrawn with effect from 4th April 2008.

The Featureline Inclusive Call Allowance is available on new or existing Featurelines. Existing Featurelines will be converted on request at no charge, including any lines that are within their minimum term. The Featureline Inclusive Call Allowance will be provided on a quarterly basis and any unused allowance at the end of the quarter will not be carried forward to the next quarter. The call allowance applies to all calls except Chargecard calls, Ring Me Free calls, Operator calls and BT Calling Feature call facility fees, calls to numbers shown in Section 2 Part 11, 12, 13, 14, 15 or 16 of the BT Price List with a Categorisation for Customer Options of 1, 2, 4, 5 or 10. Normal discounts (e.g. Business Choices, Key Numbers) apply in addition to the call allowance.

Featureline Inclusive Call Allowance Exclusions:-

Payphone lines, temporary service or exhibition lines, non-served premises lines, ISDN or Highway lines. The option is only available on a maximum of one Featureline in any account (i.e. covered by an individual bill). All Featurelines on an account can use up the inclusive call allowance. The call allowance will not be transferable to different products (e.g. ISDN2, or Business Highway (Business Highway has been withdrawn from new supply with effect from 10 April 2006), ISDN30 or Business lines). Where Featurelines requiring the option are in an account containing other products, a separate account will be established for the ICA Featurelines. The minimum term of service is 12 months for new supply and 3 months for existing Featurelines which are converted to ICA or Featurelines taken over. Customers who cease within the minimum term will be liable for normal Featureline cancellation charges. After the minimum term of service, normal cessation terms apply. If cessation occurs within a quarterly period, then both call allowance and rental are pro-rated for the appropriate period. Migration from the inclusive call allowance option back to the normal Featureline rental is possible after completion of the minimum term at no charge.

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Internal Shift Charges

See Part [12](#) of this Section for Internal shift and internal exchange line wiring for Featureline and Featureline Compact shift charges.

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Temporary Service

Standard temporary service rules apply - see Section [15](#) Part [11](#)

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Conditions

The Minimum Period applicable to Featureline and Featureline Compact service is 12 months, other than where the Customer contracts for a long term contract* or Temporary Service. For information about Temporary Service see Section 15 Part 11 Temporary Service of Featurelines or Featureline Compact.

See Part 12 of this Section for Internal shift and provision of internal exchange line wiring for Featureline or Featureline Compact.

Long term contracts* with a Minimum Period of three or five years are also available, providing discounts on the standard rental charges for Featureline and Featureline Compact access. This discount is not available on any other Featureline or Featureline Compact rental charges(e.g. Local Link, Features, etc.), or one-off connection or conversion charges.

To receive these discounts, a customer must contract to retain their Featureline or Featureline Compact service for a Minimum Period of three or five years. At the end of the Minimum Period applicable to the long term contract the rental payable will revert to the standard published charges applicable to contracts with a 1-year Minimum Period, unless the customer requests and signs a further long term contract.

*these may also be referred to as Fixed Term Contracts

For Featureline and Featureline Compact, there is a web site on bt.com to access the Featureline User Guides - www.bt.com/featurelineuserguides. Also available are hard copies, which are available on request and chargeable.

Early Termination Charges For Featurelines and Featureline Compact lines

If the customer terminates the contract before the end of the Minimum Period, the following early termination charges will apply:

1. Contracts with a 12 Month Minimum Period

If the contract is terminated within 12 months, the customers will pay BT the full rental for the remainder of the 12 month period.

2. Long term contracts - 3 or 5 year Minimum Period applies

i) Where the Contract is terminated within the first 12 months of the Minimum Period, the Customer will pay BT the full rental due for the first 12 months of the Minimum Period and 65% of the rental that would otherwise have been payable for the remainder of the Minimum Period at the rental applicable on the date of termination (exclusive of VAT).

ii) Where the Contract is terminated after the first 12 months of the Minimum Period, the Customer will pay BT 65% of the rental that would otherwise have been payable for the remainder of the Minimum Period at the rental applicable on the date of termination (exclusive of VAT).

iii) At the end of the Minimum Period, the rental charges will revert to the standard charges applicable at that time.

3. For contracts with a 1 year Minimum Period and long term contracts

(i) VAT will not be applied to these termination charges, unless otherwise stated

(ii) Termination charges where a customer is moving a Featureline or Featureline Compact line do not apply to existing customers moving to a new location within the same building. Under these circumstances a shift and visit charge would apply unless installation takeover is applicable. Please see Part 12 of this Section.

(iii) Termination charges will not apply where the customer wishes to upgrade service at a site:

a) from Featureline Compact to Featureline, Featureline Corporate or Featurenet Embark or a 'converged' proposition involving BT PSTN lines, ISDN lines or Featurelines, under a new contract of at least the equivalent remaining Minimum Period.

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b) from Featureline to Featureline Corporate or Featurenet Embark or a 'converged' proposition involving BT PSTN lines, ISDN lines or Featurelines, under a new contract of at least the equivalent remaining Minimum Period.

c) from Featureline or Featureline Compact lines on a long term contract to ISDN2 OR ISDN 30 under a new contract provided the Minimum Period applicable to the new contract is equal to or greater than the outstanding Minimum Period applicable to the terminating Featureline or Featureline Compact contract.

(iv) Termination charges will not apply where a customer wishes to cease an installation and relocate to another site and Featureline, Featureline Compact, Featureline Corporate or Featurenet Embark is taken at that site (with normal connection or takeover charges) under a new contract with a Minimum Period equivalent to or greater than the Minimum Period applicable to the line which is being terminated. The charge will not be applied irrespective of when during the initial Minimum Period that the relocation takes place.

(v) Termination charges apply irrespective of whether the Featureline or Featureline Compact service was provided as new or was taken over.

(vi) Termination charges will not apply where a customer wishes to terminate a Featureline or Featureline Compact long term contract within the Minimum Period to a new contract for Featureline or Featureline Compact provided the Minimum Period applicable to the new contract is equal to or greater than the outstanding Minimum Period applicable to the terminating Featureline or Featureline Compact contract. If the new contract is for fewer channels an early termination charge will apply to the ceased channels.

(vii) A customer may take out a new long term contract at any time after the expiry of the Minimum Period applicable to the existing long term contract. If at the end of the Minimum Period applicable to the existing long term contract, the Customer does not contract for a new long term contract, rentals will revert to the prevailing standard price applicable to contracts with a 1 year Minimum Period.

(viii) Long term contracts do not protect against changes in the rental prices payable during the contract; they offer the customer a discount over the appropriate and prevailing charges applicable to a contract with a 1 year Minimum Period, in return for a commitment by the customer to retain the Featureline or Featureline Compact service for the Minimum Period applicable to the long term contract.

Order Cancellation Charge

If a Customer cancels a Contract or the provision of a line before Service is provided, cancellation charges will apply as set out in Pricing Information. This charge will apply to new provisions, takeovers and conversions.

Featureline Conversion

1.) Featureline Conversion Charge

Featureline is an additional service which is provided only by BT which is not compatible with lines provided by other providers or standard PSTN lines, therefore BT must remove the additional features and convert the Featureline to a standard PSTN line prior to transfer or migration.

Where a customer terminates the Featureline/ Featureline Compact service, and either:

- a) Transfers their line to another provider or
- b) Converts their line to a PSTN line with BT

BT will apply a charge as set out in the Conversion Charge section of this Price List (see the "Connection, Conversion and Takeover Charges" tables- for each product, under Pricing Information).

2.) Calls routed through another Communications Provider ("CP") (other than BT) - Conversion to BT Featureline from PSTN or from BT Featureline to PSTN

If the Customer has calls routed through another CP, the Customer will need to advise their CP that the Customer is converting to or from a BT Featureline. Failure to do so will mean that calls may be charged at BT's standard rates or the rates of any Calls and Lines package the Customer may already have with BT.

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In some circumstances it may not be possible to have calls routed through another CP on a BT Featureline. It is the Customer's responsibility to check with their CP.